



Quarterly Children's System of Care Performance Outcome Measure Report

Quarter 3 / Fiscal Year 2008

State of Arizona
Department of Health Services
Division of Behavioral Health Services
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Executive Summary

The Quarterly Children's System of Care Performance Outcome Measure Report highlights the Children's System of Care performance by presenting quarter 3 FY2008 data from the Functional Outcome Measures and Child and Family Team evaluation method. Further, it highlights progress made in regards to the Jason K Settlement.

Consistent to Q208, the Functional Outcomes data for Q308 supports the use of Child and Family Teams (CFT) in gaining positive outcomes. All but one functional area for the 0-4, 5-11, and 12-17 age groups yielded a higher rate or positive outcomes in those children being served by a CFT as compared to children not being served by a CFT. The exception continued to be found in the functional category *Lives with Family*. In the 18- <21 age group, Arizona exceeded national outcomes for the substance abuse measures.

The Wraparound Fidelity Assessment System (WFAS) was used to assess Provider fidelity to the Arizona Principles and Phases of the CFT. Quantitative results for the interview portion of the WFAS were obtained with the Cenpatico 2, Cenpatico 4, and CPSA 3 scoring above the satisfactory performance standard of 75%. ADHS/DBHS instituted the requirement for performance improvement plans by the Providers when scores fall below the satisfactory standard.

Progress was made to the JK Settlement through increased funding to the RBHAs for case manager expansion and the Meet Me Where I Am initiative. Additionally, ADHS/DBHS continued to work with the RBHAs on the CASII implementation.

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Introduction

The Quarterly Children's System of Care Performance Outcome Measure Report presents the statewide performance in the Children's System by highlighting data obtained from the Functional Outcomes and WFAS evaluation tool. The former analyzes children's response to treatment by assessing functional successes; the latter analyzes the Providers' fidelity to the Arizona 12 Core Principles. Further, information is provided to highlight progress made in regards to the Jason K Settlement.

Functional Outcomes

Functional Outcome measures are obtained quarterly from the Client Information System (CIS) and capture success rates for children in core functional areas as well as provide a comparison of success rates using the variable of whether or not the child was served by a Child and Family Team (CFT). Analysis of the CIS Functional Outcomes provides insight into Arizona's success in treatment outcomes for children and adolescents.

Attachment 1 depicts the CIS Functional Outcome measures for children ages 5 – 11, 12-17 and ages 0 – 4 for quarter 3 FY08. As shown for all age groups, the outcomes for children served by a CFT were consistently higher than for those children not being served under the CFT model. Similar to Q208, an exception was found in the functional area *Lives with Family*. For the 0-4 age group this difference was 9.4% higher; 0.9% higher for the 5-11 age group and; 2.4% higher for the 12-17 age group. Consistent with Q208 data, notable differences were seen in the functional areas of *Achieving Success in School* and *Increased Stability*, with CFT service leading to higher outcomes of greater than 10% more than the children not being served by a CFT for both areas in the age groups of 5-11 and 12-17. Particularly, the 5-11 age group garnered results of 15.6% higher for *Achieving Success in School* when served with a CFT.

In the 0 – 4 age group the most notable difference was found in the functional area of *Acceptable Emotional Regulation* with difference of 25.4% for the children served by a CFT. In the same age group, the outcome for *Improving Family Stress Level* garnered a 20.5% higher rate for children served by a CFT. Overall, the results of these outcome measures show improvement in functional status for children served by a CFT; thus the ADHS/DBHS Children's System of Care Plan continues efforts to establish active CFTs for all children in the behavioral health system, as well as to improve the fidelity of the CFT Principles.

18 - <21 Age Group Functional Outcomes

In the 18-<21 age group, member information is collected through the CIS demographic data fields upon intake, after a major change in the member's life, annually, and at disenrollment. *Attachment 2* depicts the data for Q308. The *Primary Residence* category is defined as where the member has spent most of his/her time in the past 30 days. The SMI population during the 3rd quarter was living at home with family at a rate of 41% and living independently at a rate of 38%, whereas 63% of the Non SMI population was

living at home with family and 22% was living independently. National data, as reported by *CMHS Uniform Reporting System: 2006 State Report*, provides a baseline comparison of 78.8% for this measure and includes any recipient of behavioral health services ages 18 – 64 and living in a private residence.

The number of arrests category measures how many times the member has been arrested over the past 30 days, gauging the behavioral health system's effect on the member's involvement with the criminal justice system. The SMI population garnered 88% for zero arrests in the past 30 days and the Non SMI population reached 87%. The National Outcome Measure (NOM) as reported by SAMHSA for *Decreased Criminal Involvement* (defined as the number of arrests over the past 30 days) was at 91%, only 3% higher than the Arizona outcome.

The *Substance Abuse Frequency* outcome measures how often the member has used a primary substance over the past 30 days, whereas the outcome *Substance Abuse* measures the type of substance the member is primarily using over the past 30 days. For both outcomes, the goal is to increase the number of members who report zero substance use. Respectively, these measures for the SMI population were at 82% for *No Past Month Use* and 76% for *No Substance Use*. The Non SMI population yielded lower results in these categories at 79% in *Substance Abuse Frequency* and 68% in *Substance Abuse*. NOM data for the *Abstinence from drug/alcohol use* outcome reports abstinence from all drugs for the past 30 days for all recipients of substance abuse treatment services at 70.7%. This comparison shows that Arizona has exceeded the national average for abstinence from substance use.

The *Employment* category includes all members who have been employed over the past 30 days, full time or part time, and with or without vocational support. For the SMI population 15% were employed as compared to 19% of the Non-SMI population. National comparison is at 18% for employment of behavioral health service recipients ages 18 – 20, as reported by CMHS.

Children's System of Care Practice Reviews

In quarter 3 FY08 the Children's System of Care Practice Review using the Wraparound Fidelity Assessment System (WFAS) continued. The performance standards for the WFAS are:

- Minimum fidelity = 65% - 74%;
- Satisfactory fidelity = 75% - 84% and;
- High fidelity = 85% - 100%.

The WFAS tool consists of three measures:

- Wraparound Fidelity Index (WFI-4) CFT participant interviews conducted by the Family Agencies;
- Documentation Review Measure (DRM) and;
- Child and Family Team Observation Measure (TOM).

The 3rd quarter began the 2nd round of reviews for many Providers. With this, ADHS/DBHS began to require performance improvement plans from the Providers when the overall WFI-4 score fell below the satisfactory standard of 75%. The performance improvement plans are monitored by the RBHA and updates regarding the implementation of the plans are submitted to ADHS/DBHS as part of the quarterly RBHA Open Performance Improvement Initiative Reports. This report is due to ADHS/DBHS on April 30, 2008; RBHA performance improvement updates will be included in the Children's System of Care Performance Outcome 4th quarter report. Additionally, ADHS/DBHS instituted a 5% error rate threshold for incorrect contact information in order to improve the accuracy of the data the Providers submit. The contact information is verified by the Providers and then again by the RBHA before submitting the information to ADHS/DBHS. This process yielded an improvement in the accuracy of the information submitted, thus enabling the Family Agencies to have better success in contacting families to schedule interviews.

Attachment 3 shows the quarterly summaries of the WFI-4 scores for the RBHAs. Cenpatico 2, Cenpatico 4, and CPSA 3 were the only GSAs to achieve a WFI-4 overall total above the satisfactory standard; respectively the scores were 81%, 79%, and 77%. CPSA 5 and Magellan achieved overall WFI-4 scores of 72% while NARBHA fell below the minimum standard with an overall score of 61%. Consistent with the 1st and 2nd quarters, the principles that scored the lowest were *Natural Supports*, *Individualized*, and *Outcomes Based*.

Qualitative reports from the DRM and TOM measures were compiled by the RBHAs highlighting the strengths and needed improvements in the documentation and Child and Family Team meetings. ADHS/DBHS continued to collaborate with the University of Washington to create a quantitative scoring method for these tools, as well as create the reporting database on these measures.

As the WFAS currently assesses fidelity to the CFT process with high needs children only, a workgroup was created to adapt the WFAS to assess fidelity for low to moderate needs children. The workgroup was comprised of ADHS/DBHS staff, RBHA representation, and family members. The workgroup reviewed the current WFAS tools in light of how the CFT process may differ when working with a low to moderate needs child. It was decided that the Team Observation Measure would not be necessary for this population as the child and family teams often consist of the family and service provider only and having two observers enter this team was seen as having the potential of being too disruptive. Revisions were made to the interview questions and were submitted to the University of Washington for feedback.

Jason K Settlement Implementation Strategies and Barriers

ADHS/DBHS continues to make progress in moving the Children's system forward and meeting the stipulations set forth in the Settlement Agreement. Bimonthly meetings occur to update the Plaintiff's Counsel on the State's progress and to discuss the continuing needs of the children's system.

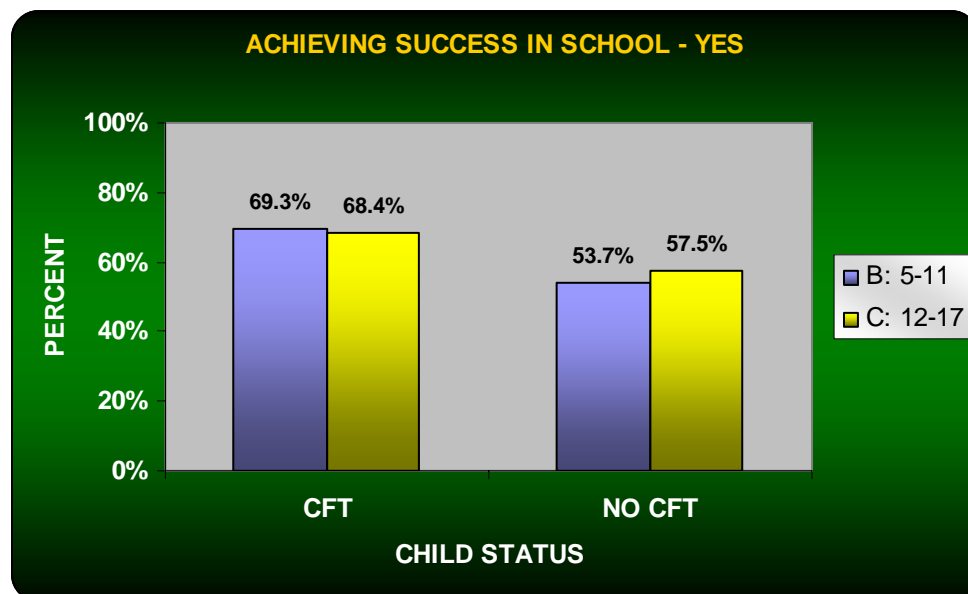
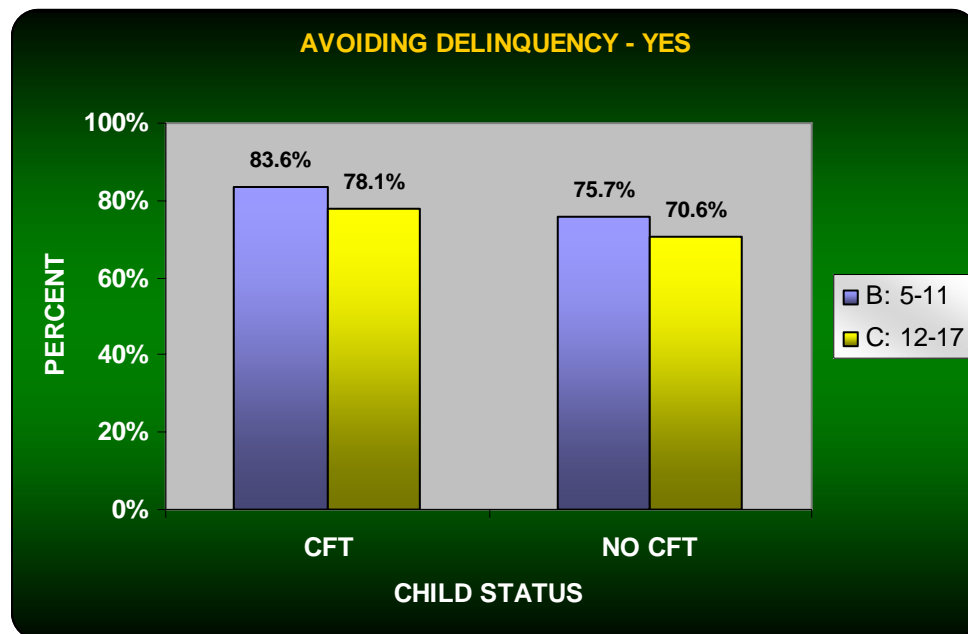
The Child and Adolescent Service Intensity Instrument (CASII) is being integrated into the demographic data on the CIS system and scheduled to go live July 1, 2008, until that time the T/RBHAs will continue to train and prepare the workforce. ADHS has trained 151 behavioral health technicians (BHTs) and behavioral health professionals (BHPs). In addition 20 Master Trainers who are able to train the workforce on the CASII were trained. ADHS/DBHS continues to monitor the training provided by the T/RBHAs and published the *Child and Adolescent Service Intensity Instrument (CASII) Practice Protocol* on 4/1/08.

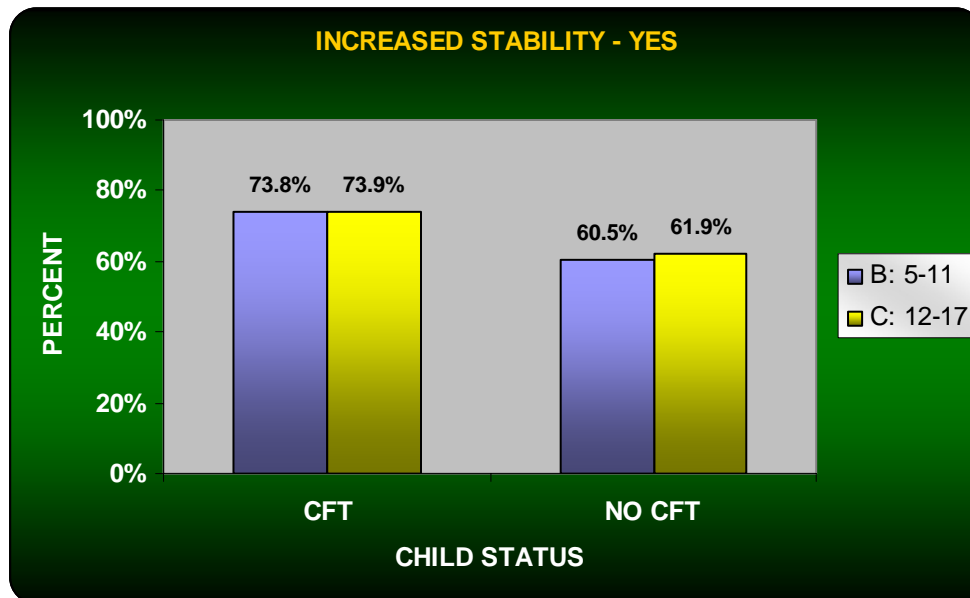
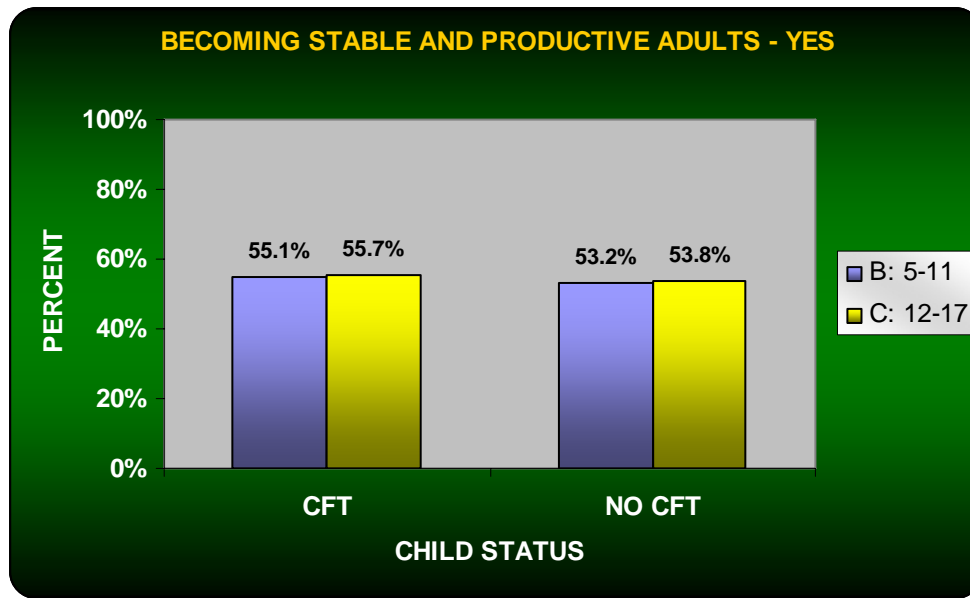
ADHS/DBHS provided the T/RBHAs with additional funding for the expansion of case managers for children with a high level of service intensity; the goal is the children will have a case manager with a caseload of no more than 15 children. An inventory on case management expansion is submitted by the T/RBHAs bimonthly. According to the February 2008 case manager inventory the system has 59% of the needed case managers at a 1:15 ratio of case manager to child.

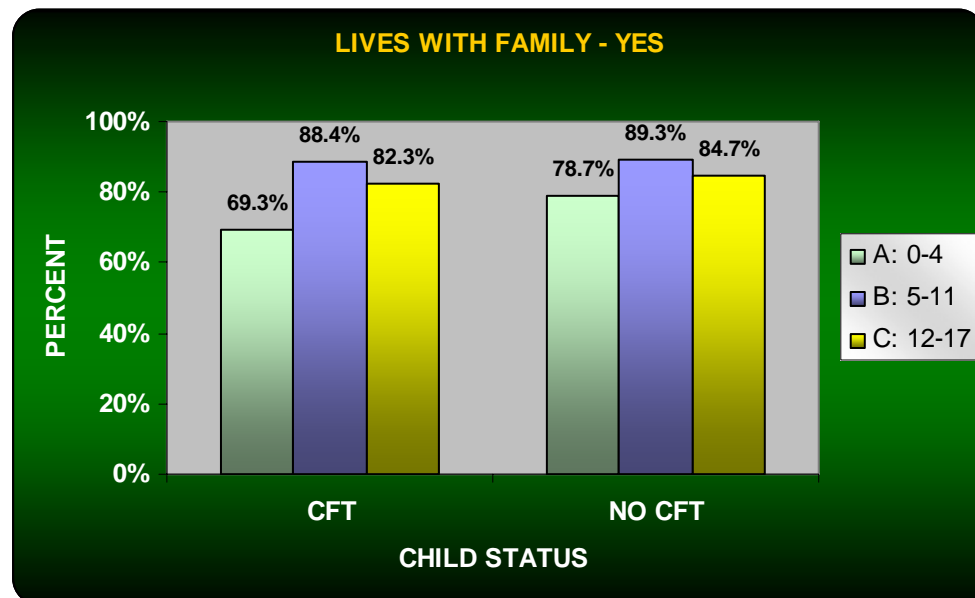
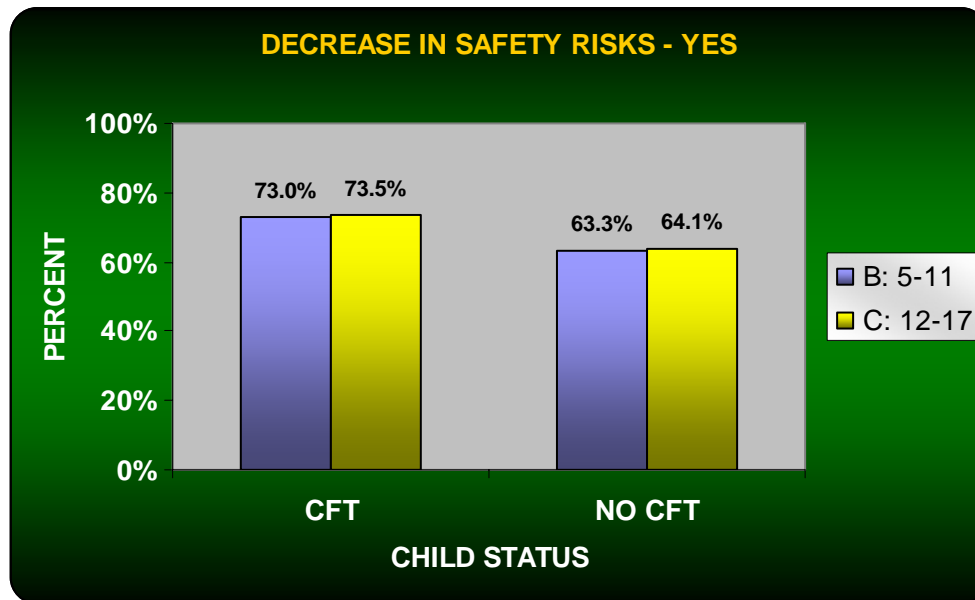
ADHS/DBHS also provided the T/RBHAs with additional funding for the “Meet Me Where I Am” initiative, the initiative focuses on the expansion of support and rehabilitation services. Training and technical assistance are being provided to the T/RBHAs and their workforce to support the expansion and building of community based services. A website has been established to provide access to the “Meet Me Where I Am” training – www.mmwia.com. In addition, the *Support and Rehabilitation Services for Children, Adolescents, and Young Adults Practice Protocol* was published on 3/1/08.

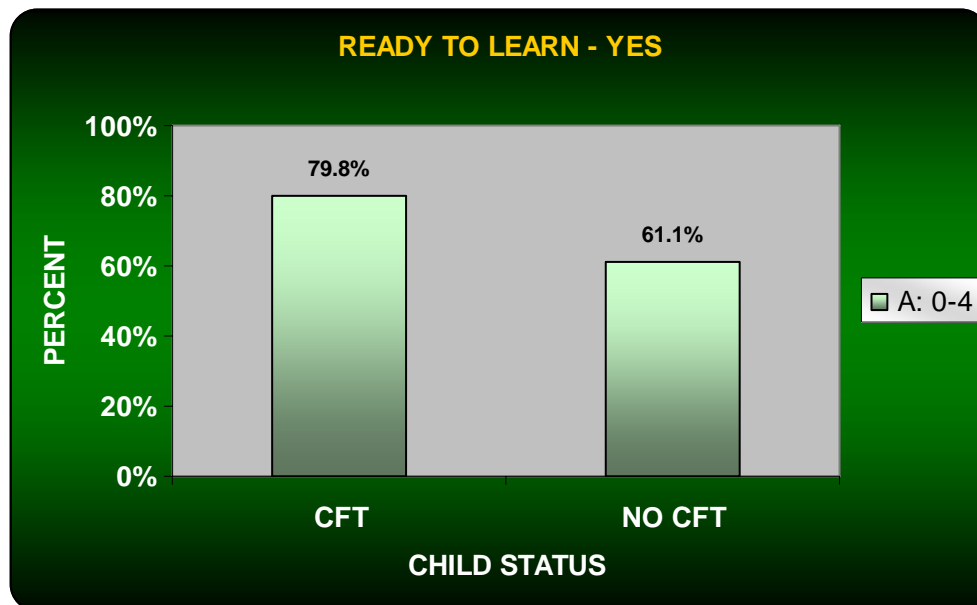
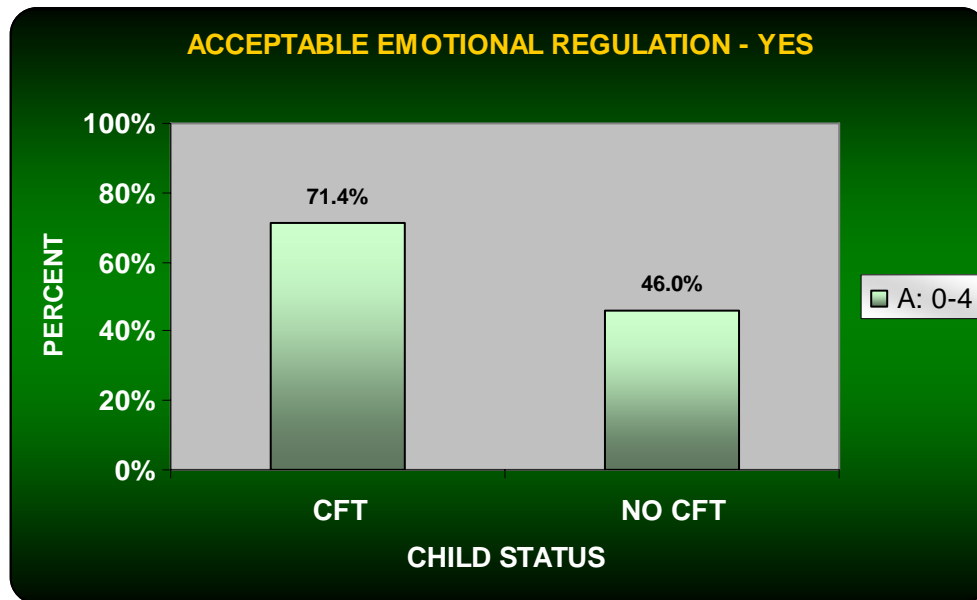
Conclusion

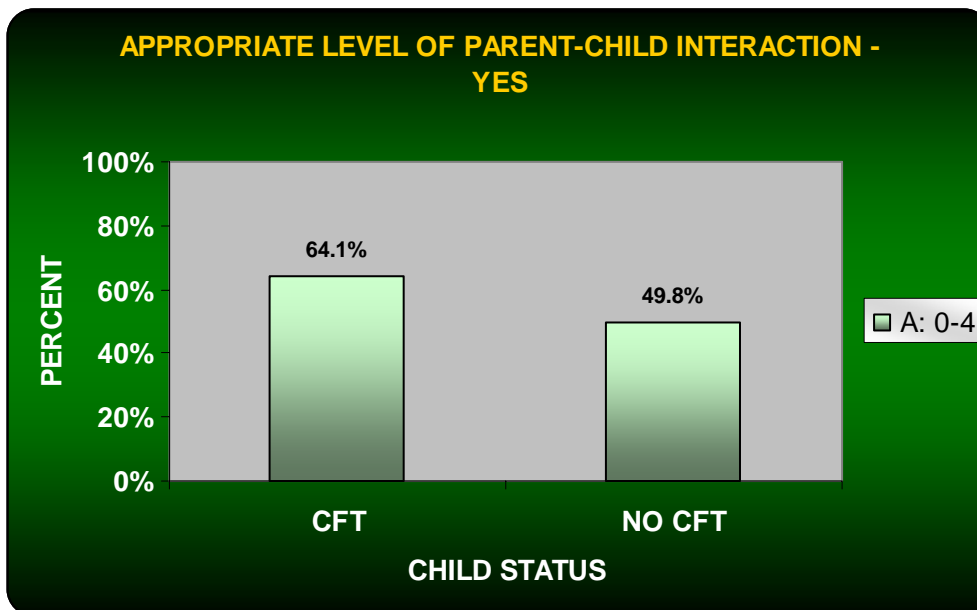
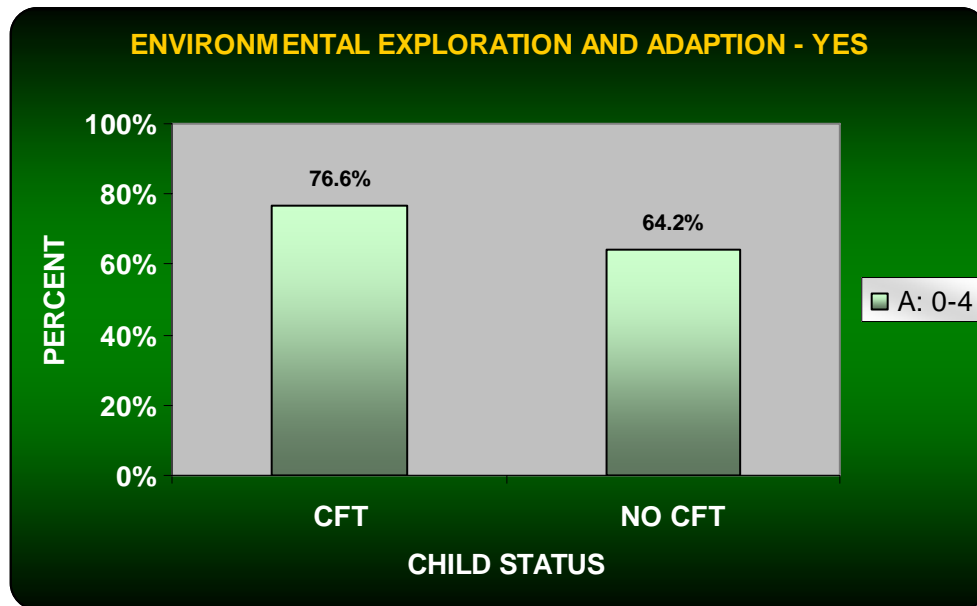
Data supports the use of Child and Family Teams for obtaining positive outcomes. Therefore, ADHS/DBHS continues to focus on moving the system toward the use of CFTs for all children receiving behavioral health services. Fidelity to the CFT core principles was evaluated and efforts were initiated to adapt the current WFAS measure to assess fidelity for low intensity services. Improvement efforts for the WFAS included instituting a 5% error rate threshold for contact information and requiring performance improvement plans when overall WFI-4 scores fell below the satisfactory standard of 75%. Further, ADHS/DBHS continues to work with the RBHAs for the expansion of case managers; CASII implementation; and the Meet Me Where I Am initiative.

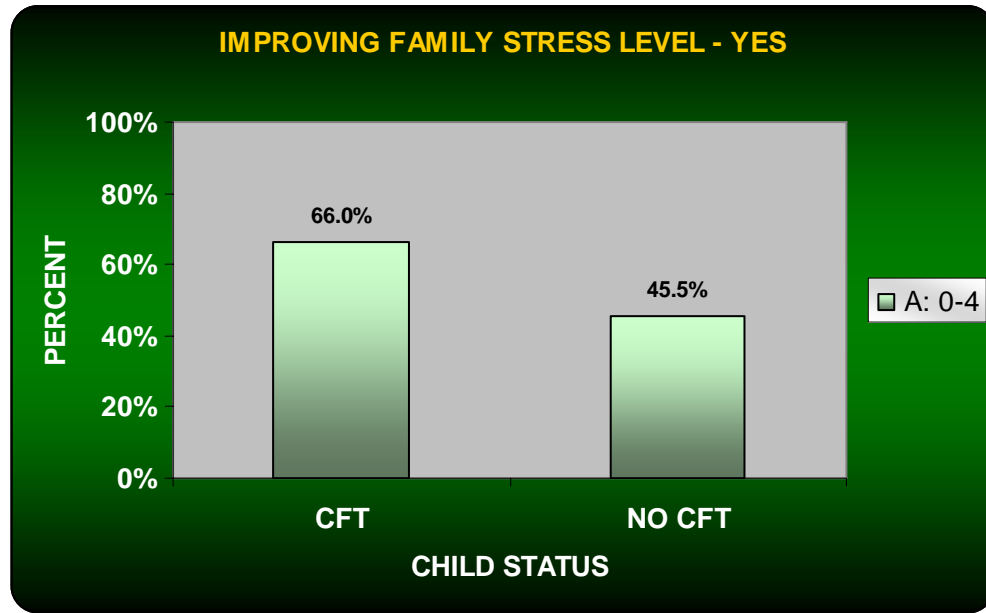
Attachment 1 *Functional Outcomes ages 5-11; 12-17; 0-4***FY 2008 October Children's SOC OM Report
Statewide Totals for T19 Clients Under Age 18**

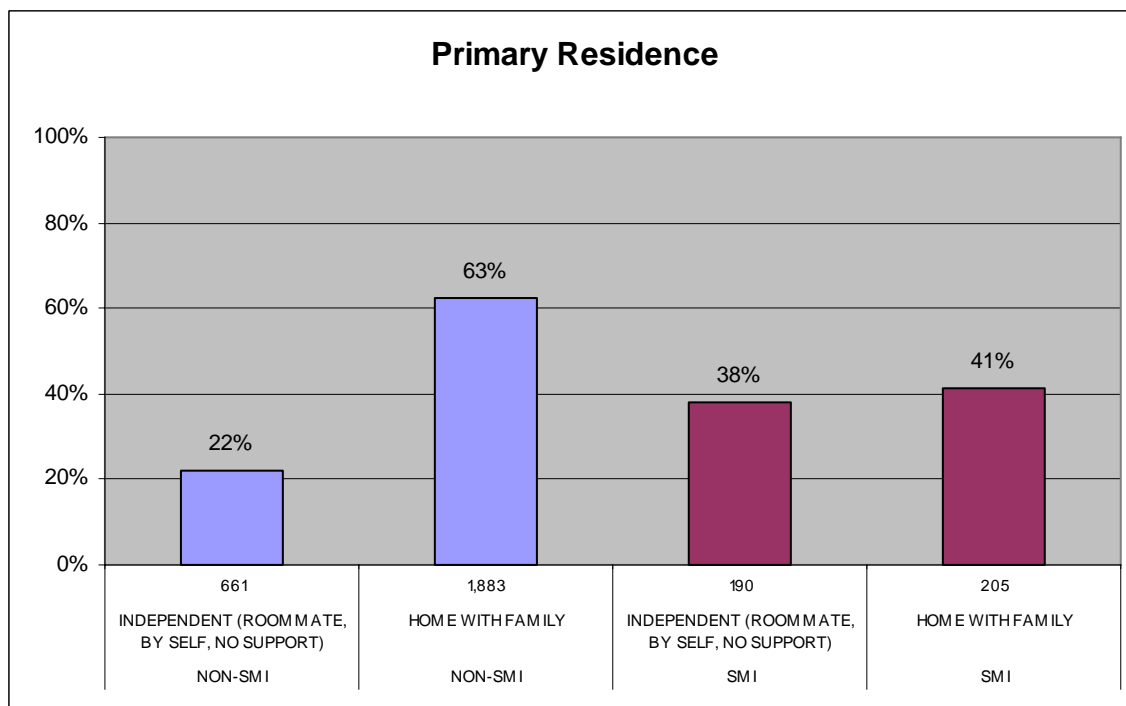
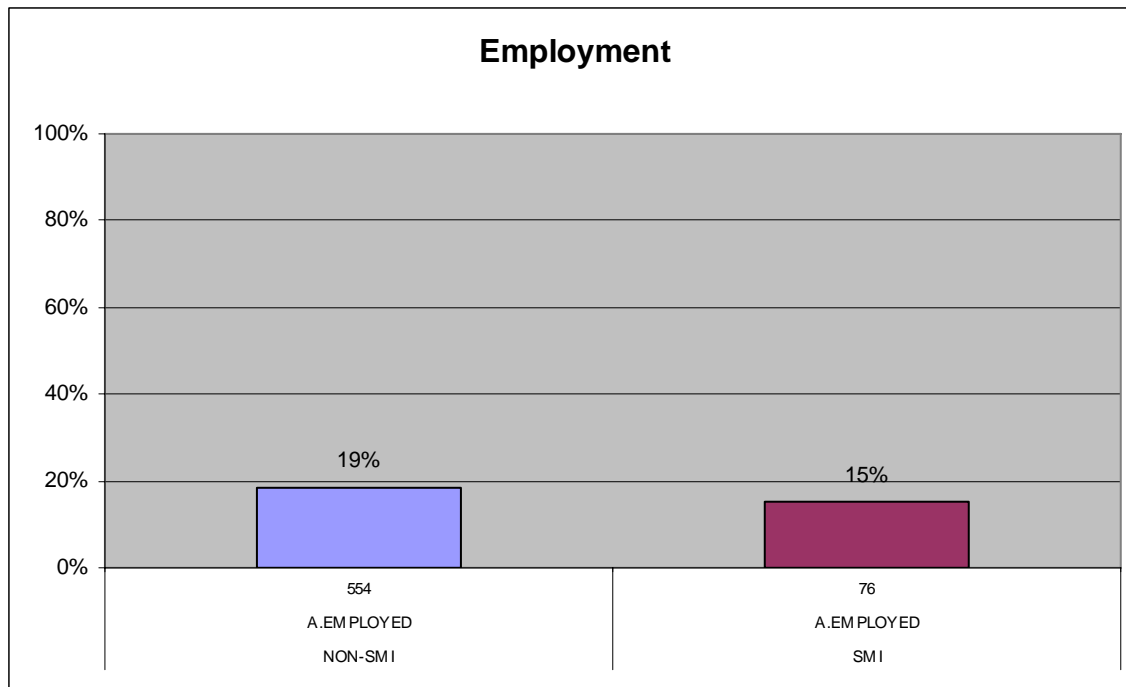


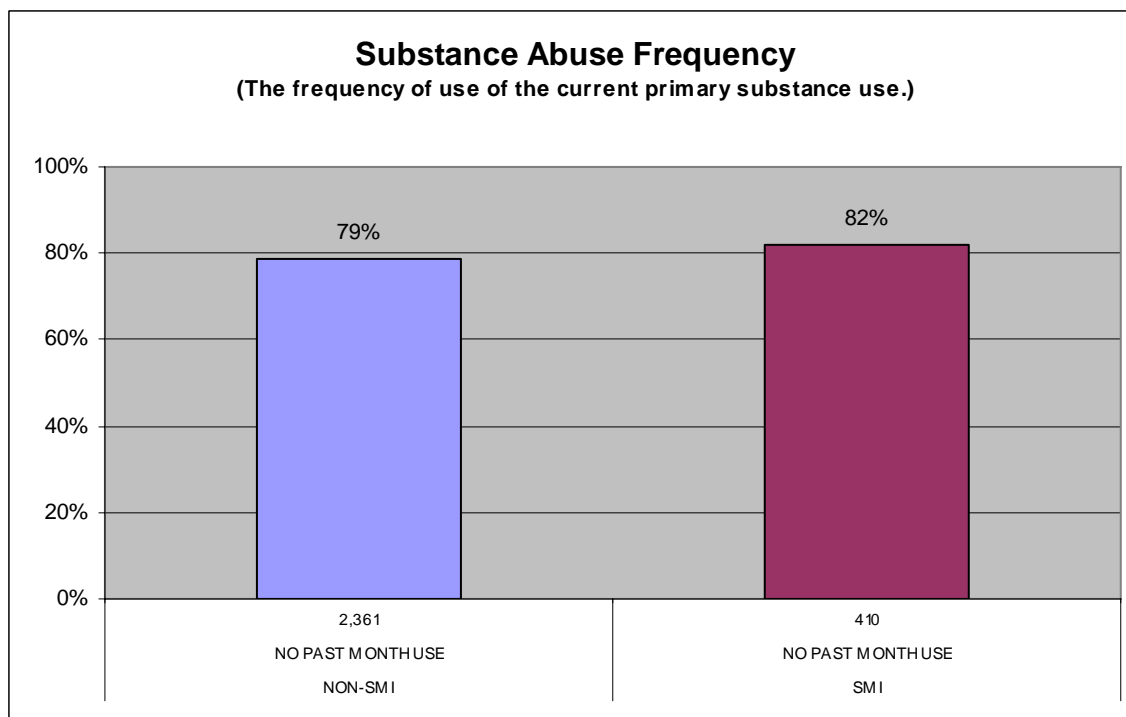
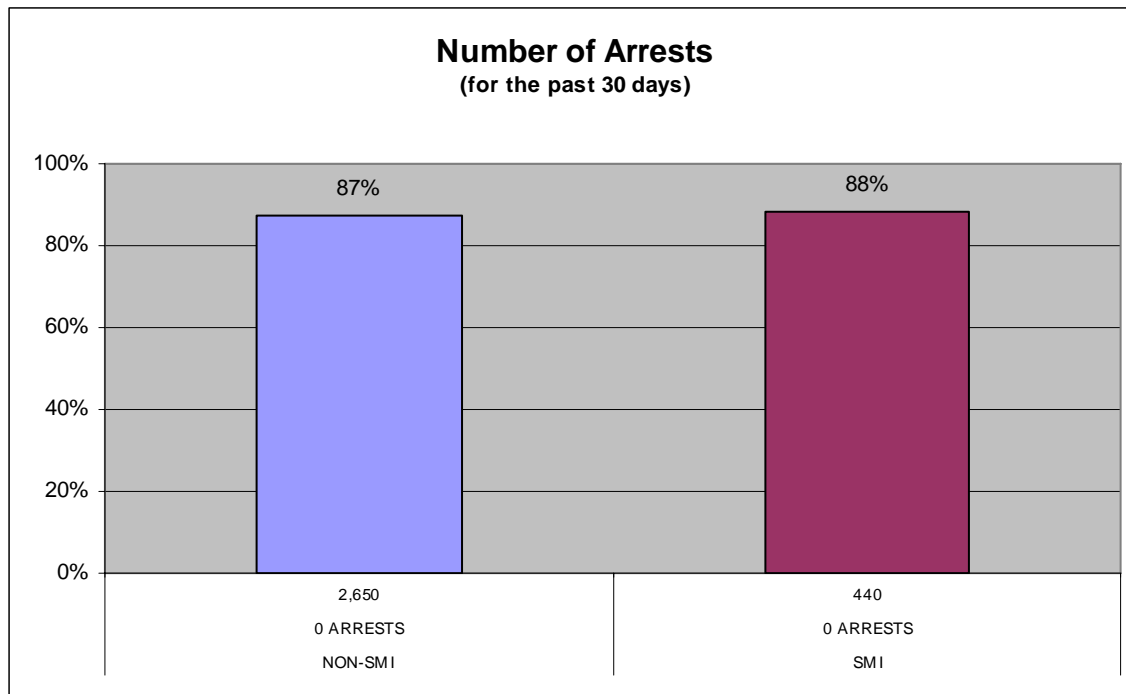


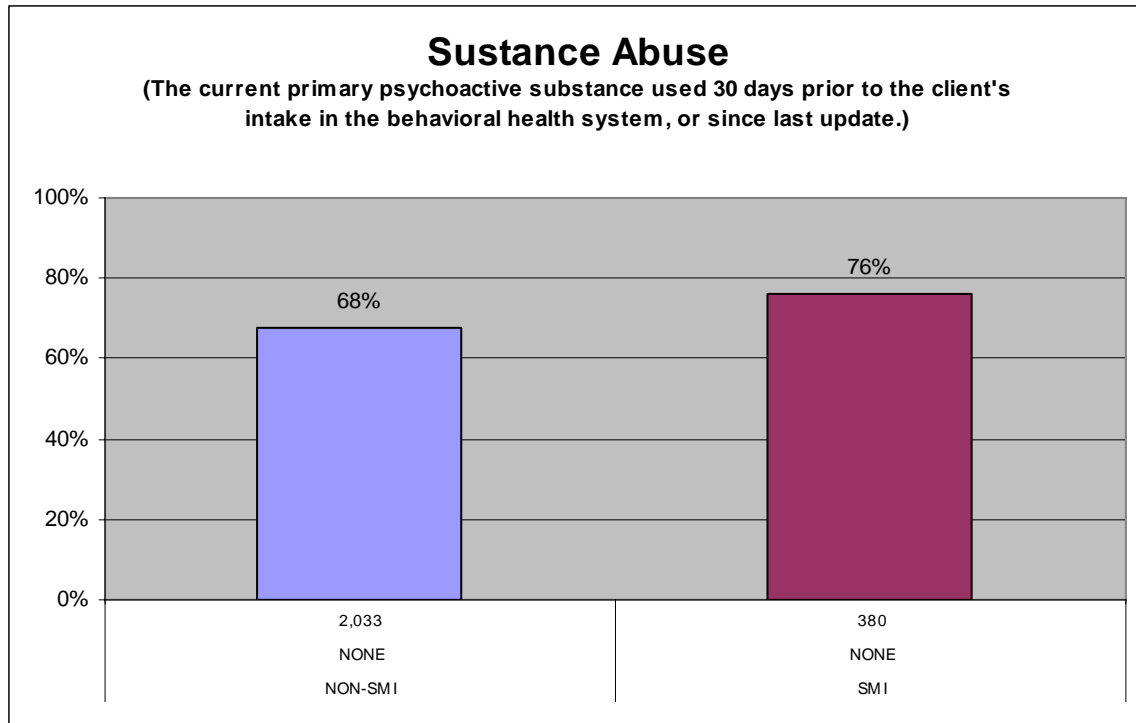






Attachment 2 Functional Outcomes ages 18-<21**Qtr0308 Outcome Measures T19 Clients Ages 18 – 20 (< 21)**





No of Members: 20
Caregiver Int: 17
Facility Int: 18
Team Int: 7
Youth Int: 8

WFI RBHA Summary Analysis

From: 1/1/2008 **To:** 3/31/2008

RBHA: CENPATICO-2 **GSA:** 2

| | | | |
|-----------------------------------|-----|-------------------------------------|-----|
| CG Element 1: Voice and Choice | 87% | Combined Total WFI Element 1 Score | 79% |
| CG Element 2: Team Based | 76% | Combined Total WFI Element 2 Score | 76% |
| CG Element 3: Natural Supports | 74% | Combined Total WFI Element 3 Score | 75% |
| CG Element 4: Collaborative | 88% | Combined Total WFI Element 4 Score | 85% |
| CG Element 5: Community Based | 76% | Combined Total WFI Element 5 Score | 76% |
| CG Element 6: Cultually Competent | 89% | Combined Total WFI Element 6 Score | 86% |
| CG Element 7: Individualized | 68% | Combined Total WFI Element 7 Score | 77% |
| CG Element 8: Strengths Based | 84% | Combined Total WFI Element 8 Score | 89% |
| CG Element 9: Persistent | 90% | Combined Total WFI Element 9 Score | 91% |
| CG Element 10: Outcomes Based | 68% | Combined Total WFI Element 10 Score | 78% |

| | | | |
|--------------|-----|--------------------------|------------|
| Total | 80% | Overall WFI Score | 81% |
|--------------|-----|--------------------------|------------|

| | | | |
|-----------------------------------|-----|---|-----|
| TM Element 1: Voice and Choice | 81% | CFT Facilitator Phase 1: Engagement | 81% |
| TM Element 2: Team Based | 65% | CFT Facilitator Phase 2: Planning | 87% |
| TM Element 3: Natural Supports | 58% | CFT Facilitator Phase 3: Implementation | 89% |
| TM Element 4: Collaborative | 83% | CFT Facilitator Phase 4: Transition | 82% |
| TM Element 5: Community Based | 60% | Caregiver Phase 1: Engagement | 74% |
| TM Element 6: Cultually Competent | 92% | Caregiver Phase 2: Planning | 79% |
| TM Element 7: Individualized | 69% | Caregiver Phase 3: Implementation | 84% |
| TM Element 8: Strengths Based | 88% | Caregiver Phase 4: Transition | 79% |
| TM Element 9: Persistent | 88% | Youth Phase 1: Engagement | 80% |
| TM Element 10: Outcomes Based | 81% | Youth Phase 2: Planning | 80% |

| | |
|--------------|-----|
| Total | 77% |
|--------------|-----|

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|--|-----|-------------------------------------|-----|
| CFT Facilitator Element 1: Voice and Choice | 89% | Youth Phase 3: Implementation | 79% |
| CFT Facilitator Element 2: Team Based | 91% | Youth Phase 4: Transition | 91% |
| CFT Facilitator Element 3: Natural Supports | 76% | Team Member Phase 1: Engagement | 74% |
| CFT Facilitator Element 4: Collaborative | 91% | Team Member Phase 2: Planning | 71% |
| CFT Facilitator Element 5: Community Based | 78% | Team Member Phase 3: Implementation | 79% |
| CFT Facilitator Element 6: Cultually Compete | 93% | Team Member Phase 4: Transition | 80% |
| CFT Facilitator Element 7: Individualized | 86% | | |
| CFT Facilitator Element 8: Strengths Based | 89% | | |
| CFT Facilitator Element 9: Persistent | 95% | | |
| CFT Facilitator Element 10: Outcomes Base | 72% | | |

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|--------------|-----|
| Total | 86% |
|--------------|-----|

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|----------------------------------|-----|
| Y Element 1: Voice and Choice | 60% |
| Y Element 2: Team Based | 72% |
| Y Element 3: Natural Supports | 92% |
| Y Element 4: Collaborative | 78% |
| Y Element 5: Community Based | 88% |
| Y Element 6: Cultually Competent | 69% |
| Y Element 7: Individualized | 86% |
| Y Element 8: Strengths Based | 94% |
| Y Element 9: Persistent | 90% |
| Y Element 10: Outcomes Based | 91% |

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|--------------|-----|
| Total | 82% |
|--------------|-----|

No of Members: 23
Caregiver Int: 21
Facility Int: 23
Team Int: 7
Youth Int: 7

WFI RBHA Summary Analysis

From: 1/1/2008 **To:** 3/31/2008

RBHA: CENPATICO-4 **GSA:** 4

| | | | |
|-----------------------------------|-----|-------------------------------------|-----|
| CG Element 1: Voice and Choice | 78% | Combined Total WFI Element 1 Score | 75% |
| CG Element 2: Team Based | 77% | Combined Total WFI Element 2 Score | 82% |
| CG Element 3: Natural Supports | 62% | Combined Total WFI Element 3 Score | 73% |
| CG Element 4: Collaborative | 80% | Combined Total WFI Element 4 Score | 85% |
| CG Element 5: Community Based | 64% | Combined Total WFI Element 5 Score | 79% |
| CG Element 6: Cultually Competent | 88% | Combined Total WFI Element 6 Score | 88% |
| CG Element 7: Individualized | 67% | Combined Total WFI Element 7 Score | 73% |
| CG Element 8: Strengths Based | 78% | Combined Total WFI Element 8 Score | 88% |
| CG Element 9: Persistent | 74% | Combined Total WFI Element 9 Score | 81% |
| CG Element 10: Outcomes Based | 61% | Combined Total WFI Element 10 Score | 70% |

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|--------------|-----|--------------------------|------------|
| Total | 73% | Overall WFI Score | 79% |
|--------------|-----|--------------------------|------------|

| | | | |
|-----------------------------------|------|---|-----|
| TM Element 1: Voice and Choice | 86% | CFT Facilitator Phase 1: Engagement | 81% |
| TM Element 2: Team Based | 95% | CFT Facilitator Phase 2: Planning | 88% |
| TM Element 3: Natural Supports | 80% | CFT Facilitator Phase 3: Implementation | 82% |
| TM Element 4: Collaborative | 91% | CFT Facilitator Phase 4: Transition | 74% |
| TM Element 5: Community Based | 79% | Caregiver Phase 1: Engagement | 77% |
| TM Element 6: Cultually Competent | 100% | Caregiver Phase 2: Planning | 78% |
| TM Element 7: Individualized | 73% | Caregiver Phase 3: Implementation | 75% |
| TM Element 8: Strengths Based | 93% | Caregiver Phase 4: Transition | 61% |
| TM Element 9: Persistent | 91% | Youth Phase 1: Engagement | 77% |
| TM Element 10: Outcomes Based | 86% | Youth Phase 2: Planning | 80% |

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| Total | 87% |
|--------------|-----|

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|--|-----|-------------------------------------|-----|
| CFT Facilitator Element 1: Voice and Choice | 86% | Youth Phase 3: Implementation | 75% |
| CFT Facilitator Element 2: Team Based | 86% | Youth Phase 4: Transition | 66% |
| CFT Facilitator Element 3: Natural Supports | 72% | Team Member Phase 1: Engagement | 93% |
| CFT Facilitator Element 4: Collaborative | 88% | Team Member Phase 2: Planning | 83% |
| CFT Facilitator Element 5: Community Based | 77% | Team Member Phase 3: Implementation | 93% |
| CFT Facilitator Element 6: Cultually Compete | 93% | Team Member Phase 4: Transition | 78% |
| CFT Facilitator Element 7: Individualized | 78% | | |
| CFT Facilitator Element 8: Strengths Based | 88% | | |
| CFT Facilitator Element 9: Persistent | 84% | | |
| CFT Facilitator Element 10: Outcomes Base | 66% | | |

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| Total | 82% |
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|----------------------------------|-----|
| Y Element 1: Voice and Choice | 50% |
| Y Element 2: Team Based | 71% |
| Y Element 3: Natural Supports | 80% |
| Y Element 4: Collaborative | 79% |
| Y Element 5: Community Based | 96% |
| Y Element 6: Cultually Competent | 70% |
| Y Element 7: Individualized | 75% |
| Y Element 8: Strengths Based | 93% |
| Y Element 9: Persistent | 74% |
| Y Element 10: Outcomes Based | 68% |

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| Total | 76% |
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No of Members: 5
Caregiver Int: 4
Facility Int: 5
Team Int: 1
Youth Int: 2

WFI RBHA Summary Analysis

From: 1/1/2008 **To:** 3/31/2008

RBHA: CPSA-3

GSA: 3

| | | | |
|-----------------------------------|------|-------------------------------------|-----|
| CG Element 1: Voice and Choice | 97% | Combined Total WFI Element 1 Score | 75% |
| CG Element 2: Team Based | 78% | Combined Total WFI Element 2 Score | 75% |
| CG Element 3: Natural Supports | 78% | Combined Total WFI Element 3 Score | 72% |
| CG Element 4: Collaborative | 100% | Combined Total WFI Element 4 Score | 93% |
| CG Element 5: Community Based | 75% | Combined Total WFI Element 5 Score | 63% |
| CG Element 6: Cultually Competent | 97% | Combined Total WFI Element 6 Score | 92% |
| CG Element 7: Individualized | 72% | Combined Total WFI Element 7 Score | 68% |
| CG Element 8: Strengths Based | 75% | Combined Total WFI Element 8 Score | 74% |
| CG Element 9: Persistent | 100% | Combined Total WFI Element 9 Score | 88% |
| CG Element 10: Outcomes Based | 78% | Combined Total WFI Element 10 Score | 74% |

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|--------------|-----|--------------------------|------------|
| Total | 85% | Overall WFI Score | 77% |
|--------------|-----|--------------------------|------------|

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|-----------------------------------|------|---|-----|
| TM Element 1: Voice and Choice | 62% | CFT Facilitator Phase 1: Engagement | 92% |
| TM Element 2: Team Based | 62% | CFT Facilitator Phase 2: Planning | 87% |
| TM Element 3: Natural Supports | 50% | CFT Facilitator Phase 3: Implementation | 92% |
| TM Element 4: Collaborative | 88% | CFT Facilitator Phase 4: Transition | 92% |
| TM Element 5: Community Based | 62% | Caregiver Phase 1: Engagement | 83% |
| TM Element 6: Cultually Competent | 100% | Caregiver Phase 2: Planning | 81% |
| TM Element 7: Individualized | 62% | Caregiver Phase 3: Implementation | 88% |
| TM Element 8: Strengths Based | 75% | Caregiver Phase 4: Transition | 86% |
| TM Element 9: Persistent | 75% | Youth Phase 1: Engagement | 79% |
| TM Element 10: Outcomes Based | 62% | Youth Phase 2: Planning | 75% |

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| Total | 70% |
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|--|------|-------------------------------------|-----|
| CFT Facilitator Element 1: Voice and Choice | 92% | Youth Phase 3: Implementation | 56% |
| CFT Facilitator Element 2: Team Based | 98% | Youth Phase 4: Transition | 50% |
| CFT Facilitator Element 3: Natural Supports | 100% | Team Member Phase 1: Engagement | 67% |
| CFT Facilitator Element 4: Collaborative | 95% | Team Member Phase 2: Planning | 64% |
| CFT Facilitator Element 5: Community Based | 77% | Team Member Phase 3: Implementation | 63% |
| CFT Facilitator Element 6: Cultually Compete | 98% | Team Member Phase 4: Transition | 94% |
| CFT Facilitator Element 7: Individualized | 90% | | |
| CFT Facilitator Element 8: Strengths Based | 82% | | |
| CFT Facilitator Element 9: Persistent | 95% | | |
| CFT Facilitator Element 10: Outcomes Base | 80% | | |

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|--------------|-----|
| Total | 91% |
|--------------|-----|

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|----------------------------------|-----|
| Y Element 1: Voice and Choice | 50% |
| Y Element 2: Team Based | 62% |
| Y Element 3: Natural Supports | 62% |
| Y Element 4: Collaborative | 88% |
| Y Element 5: Community Based | 38% |
| Y Element 6: Cultually Competent | 75% |
| Y Element 7: Individualized | 50% |
| Y Element 8: Strengths Based | 62% |
| Y Element 9: Persistent | 83% |
| Y Element 10: Outcomes Based | 75% |

| | |
|--------------|-----|
| Total | 65% |
|--------------|-----|

No of Members: 23
Caregiver Int: 20
Facility Int: 20
Team Int: 9
Youth Int: 4

WFI RBHA Summary Analysis

From: 1/1/2008 **To:** 3/31/2008

RBHA: CPSA-5

GSA: 5

| | | | |
|-----------------------------------|-----|-------------------------------------|-----|
| CG Element 1: Voice and Choice | 78% | Combined Total WFI Element 1 Score | 70% |
| CG Element 2: Team Based | 64% | Combined Total WFI Element 2 Score | 72% |
| CG Element 3: Natural Supports | 56% | Combined Total WFI Element 3 Score | 62% |
| CG Element 4: Collaborative | 74% | Combined Total WFI Element 4 Score | 82% |
| CG Element 5: Community Based | 52% | Combined Total WFI Element 5 Score | 57% |
| CG Element 6: Cultually Competent | 90% | Combined Total WFI Element 6 Score | 82% |
| CG Element 7: Individualized | 60% | Combined Total WFI Element 7 Score | 72% |
| CG Element 8: Strengths Based | 71% | Combined Total WFI Element 8 Score | 76% |
| CG Element 9: Persistent | 72% | Combined Total WFI Element 9 Score | 85% |
| CG Element 10: Outcomes Based | 59% | Combined Total WFI Element 10 Score | 63% |

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| Total | 68% | Overall WFI Score | 72% |
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|-----------------------------------|-----|---|-----|
| TM Element 1: Voice and Choice | 69% | CFT Facilitator Phase 1: Engagement | 90% |
| TM Element 2: Team Based | 81% | CFT Facilitator Phase 2: Planning | 81% |
| TM Element 3: Natural Supports | 61% | CFT Facilitator Phase 3: Implementation | 85% |
| TM Element 4: Collaborative | 93% | CFT Facilitator Phase 4: Transition | 76% |
| TM Element 5: Community Based | 57% | Caregiver Phase 1: Engagement | 70% |
| TM Element 6: Cultually Competent | 86% | Caregiver Phase 2: Planning | 65% |
| TM Element 7: Individualized | 78% | Caregiver Phase 3: Implementation | 76% |
| TM Element 8: Strengths Based | 85% | Caregiver Phase 4: Transition | 55% |
| TM Element 9: Persistent | 86% | Youth Phase 1: Engagement | 58% |
| TM Element 10: Outcomes Based | 62% | Youth Phase 2: Planning | 66% |

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| Total | 76% |
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| CFT Facilitator Element 1: Voice and Choice | 89% | Youth Phase 3: Implementation | 64% |
| CFT Facilitator Element 2: Team Based | 84% | Youth Phase 4: Transition | 60% |
| CFT Facilitator Element 3: Natural Supports | 76% | Team Member Phase 1: Engagement | 76% |
| CFT Facilitator Element 4: Collaborative | 92% | Team Member Phase 2: Planning | 79% |
| CFT Facilitator Element 5: Community Based | 64% | Team Member Phase 3: Implementation | 81% |
| CFT Facilitator Element 6: Cultually Compete | 99% | Team Member Phase 4: Transition | 62% |
| CFT Facilitator Element 7: Individualized | 74% | | |
| CFT Facilitator Element 8: Strengths Based | 84% | | |
| CFT Facilitator Element 9: Persistent | 90% | | |
| CFT Facilitator Element 10: Outcomes Base | 75% | | |

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| Total | 83% |
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| Y Element 1: Voice and Choice | 46% |
| Y Element 2: Team Based | 59% |
| Y Element 3: Natural Supports | 56% |
| Y Element 4: Collaborative | 69% |
| Y Element 5: Community Based | 56% |
| Y Element 6: Cultually Competent | 53% |
| Y Element 7: Individualized | 75% |
| Y Element 8: Strengths Based | 66% |
| Y Element 9: Persistent | 92% |
| Y Element 10: Outcomes Based | 56% |

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| Total | 63% |
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No of Members: 78
Caregiver Int: 62
Facility Int: 75
Team Int: 49
Youth Int: 42

WFI RBHA Summary Analysis

From: 1/1/2008 **To:** 3/31/2008

RBHA: MAGELLAN **GSA:** 6

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|-----------------------------------|-----|-------------------------------------|-----|
| CG Element 1: Voice and Choice | 78% | Combined Total WFI Element 1 Score | 72% |
| CG Element 2: Team Based | 76% | Combined Total WFI Element 2 Score | 75% |
| CG Element 3: Natural Supports | 47% | Combined Total WFI Element 3 Score | 54% |
| CG Element 4: Collaborative | 83% | Combined Total WFI Element 4 Score | 86% |
| CG Element 5: Community Based | 58% | Combined Total WFI Element 5 Score | 62% |
| CG Element 6: Cultually Competent | 87% | Combined Total WFI Element 6 Score | 84% |
| CG Element 7: Individualized | 54% | Combined Total WFI Element 7 Score | 60% |
| CG Element 8: Strengths Based | 73% | Combined Total WFI Element 8 Score | 79% |
| CG Element 9: Persistent | 77% | Combined Total WFI Element 9 Score | 83% |
| CG Element 10: Outcomes Based | 59% | Combined Total WFI Element 10 Score | 62% |

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|--------------|-----|--------------------------|------------|
| Total | 69% | Overall WFI Score | 72% |
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|-----------------------------------|-----|---|-----|
| TM Element 1: Voice and Choice | 77% | CFT Facilitator Phase 1: Engagement | 82% |
| TM Element 2: Team Based | 79% | CFT Facilitator Phase 2: Planning | 78% |
| TM Element 3: Natural Supports | 53% | CFT Facilitator Phase 3: Implementation | 86% |
| TM Element 4: Collaborative | 92% | CFT Facilitator Phase 4: Transition | 72% |
| TM Element 5: Community Based | 60% | Caregiver Phase 1: Engagement | 77% |
| TM Element 6: Cultually Competent | 93% | Caregiver Phase 2: Planning | 68% |
| TM Element 7: Individualized | 65% | Caregiver Phase 3: Implementation | 73% |
| TM Element 8: Strengths Based | 82% | Caregiver Phase 4: Transition | 58% |
| TM Element 9: Persistent | 83% | Youth Phase 1: Engagement | 64% |
| TM Element 10: Outcomes Based | 66% | Youth Phase 2: Planning | 60% |

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| Total | 75% |
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| CFT Facilitator Element 1: Voice and Choice | 85% | Youth Phase 3: Implementation | 64% |
| CFT Facilitator Element 2: Team Based | 87% | Youth Phase 4: Transition | 53% |
| CFT Facilitator Element 3: Natural Supports | 59% | Team Member Phase 1: Engagement | 75% |
| CFT Facilitator Element 4: Collaborative | 95% | Team Member Phase 2: Planning | 73% |
| CFT Facilitator Element 5: Community Based | 66% | Team Member Phase 3: Implementation | 85% |
| CFT Facilitator Element 6: Cultually Compete | 96% | Team Member Phase 4: Transition | 59% |
| CFT Facilitator Element 7: Individualized | 68% | | |
| CFT Facilitator Element 8: Strengths Based | 85% | | |
| CFT Facilitator Element 9: Persistent | 91% | | |
| CFT Facilitator Element 10: Outcomes Base | 73% | | |

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| Total | 81% |
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|----------------------------------|-----|
| Y Element 1: Voice and Choice | 47% |
| Y Element 2: Team Based | 59% |
| Y Element 3: Natural Supports | 57% |
| Y Element 4: Collaborative | 73% |
| Y Element 5: Community Based | 64% |
| Y Element 6: Cultually Competent | 58% |
| Y Element 7: Individualized | 51% |
| Y Element 8: Strengths Based | 76% |
| Y Element 9: Persistent | 80% |
| Y Element 10: Outcomes Based | 52% |

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| Total | 62% |
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No of Members: 32
Caregiver Int: 25
Facility Int: 31
Team Int: 11
Youth Int: 4

WFI RBHA Summary Analysis

From: 1/1/2008 **To:** 3/31/2008

RBHA: NARBHA **GSA:** 1

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|-----------------------------------|-----|-------------------------------------|-----|
| CG Element 1: Voice and Choice | 72% | Combined Total WFI Element 1 Score | 70% |
| CG Element 2: Team Based | 57% | Combined Total WFI Element 2 Score | 60% |
| CG Element 3: Natural Supports | 48% | Combined Total WFI Element 3 Score | 53% |
| CG Element 4: Collaborative | 66% | Combined Total WFI Element 4 Score | 75% |
| CG Element 5: Community Based | 54% | Combined Total WFI Element 5 Score | 51% |
| CG Element 6: Cultually Competent | 78% | Combined Total WFI Element 6 Score | 74% |
| CG Element 7: Individualized | 37% | Combined Total WFI Element 7 Score | 43% |
| CG Element 8: Strengths Based | 62% | Combined Total WFI Element 8 Score | 62% |
| CG Element 9: Persistent | 62% | Combined Total WFI Element 9 Score | 65% |
| CG Element 10: Outcomes Based | 47% | Combined Total WFI Element 10 Score | 54% |

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|--------------|-----|--------------------------|------------|
| Total | 58% | Overall WFI Score | 61% |
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|-----------------------------------|-----|---|-----|
| TM Element 1: Voice and Choice | 65% | CFT Facilitator Phase 1: Engagement | 85% |
| TM Element 2: Team Based | 61% | CFT Facilitator Phase 2: Planning | 66% |
| TM Element 3: Natural Supports | 33% | CFT Facilitator Phase 3: Implementation | 80% |
| TM Element 4: Collaborative | 66% | CFT Facilitator Phase 4: Transition | 68% |
| TM Element 5: Community Based | 42% | Caregiver Phase 1: Engagement | 60% |
| TM Element 6: Cultually Competent | 75% | Caregiver Phase 2: Planning | 51% |
| TM Element 7: Individualized | 32% | Caregiver Phase 3: Implementation | 65% |
| TM Element 8: Strengths Based | 60% | Caregiver Phase 4: Transition | 55% |
| TM Element 9: Persistent | 59% | Youth Phase 1: Engagement | 50% |
| TM Element 10: Outcomes Based | 43% | Youth Phase 2: Planning | 58% |

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| Total | 54% |
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| CFT Facilitator Element 1: Voice and Choice | 84% | Youth Phase 3: Implementation | 55% |
| CFT Facilitator Element 2: Team Based | 86% | Youth Phase 4: Transition | 60% |
| CFT Facilitator Element 3: Natural Supports | 55% | Team Member Phase 1: Engagement | 55% |
| CFT Facilitator Element 4: Collaborative | 86% | Team Member Phase 2: Planning | 48% |
| CFT Facilitator Element 5: Community Based | 58% | Team Member Phase 3: Implementation | 63% |
| CFT Facilitator Element 6: Cultually Compete | 91% | Team Member Phase 4: Transition | 44% |
| CFT Facilitator Element 7: Individualized | 53% | | |
| CFT Facilitator Element 8: Strengths Based | 77% | | |
| CFT Facilitator Element 9: Persistent | 80% | | |
| CFT Facilitator Element 10: Outcomes Base | 74% | | |

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| Total | 74% |
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|----------------------------------|-----|
| Y Element 1: Voice and Choice | 58% |
| Y Element 2: Team Based | 38% |
| Y Element 3: Natural Supports | 75% |
| Y Element 4: Collaborative | 81% |
| Y Element 5: Community Based | 50% |
| Y Element 6: Cultually Competent | 53% |
| Y Element 7: Individualized | 50% |
| Y Element 8: Strengths Based | 50% |
| Y Element 9: Persistent | 58% |
| Y Element 10: Outcomes Based | 50% |

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| Total | 56% |
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